**Technical Competencies – HPE ALM Tool Support Expert**

**Applicant Name:**

|  |  |  |  |  |  |
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| **N** | **Technology**  | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.**  | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Bachelor’s degree in information technology, computer science, information system security, or related disciplines |  |  |  | 1,2,3,4,5,6,7,8 |
|  | experience with deploying, using, and supporting HPE ALM products as listed below from an administrative point of view. (M) stands for mandatory, the other items can be learned on the job: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE ALM (M) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE UFT (M) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE PC (M) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE Sync or other data integration/sync tool |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE Service Virtualisation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE Network Virtualisation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | HPE CODAR |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Basic Oracle DBA competencies (M) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Windows Server Management (M) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Scripting/programming |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Deployment of hosts, software/services, patches and hotfixes, add-ins etc |  |  |  | 1,2,3,4,5,6,7,8 |
|  | License management for the specific products |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Operational support (task and incident management in collaboration with ECB Service Desk) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Second line user support for end users and project teams |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Communication with software vendor… |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Production and update of required documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Interface/integration management (setup and monitoring) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Workflow scripting for HP ALM in VB |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Certificate management (in collaboration ECB Security) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Site Administration for HP ALM |  |  |  | 1,2,3,4,5,6,7,8 |
|  | User management for HP ALM |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Site monitoring and optimisation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Test Lab Management |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Template management and rollout |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintenance of Knowledge Base |  |  |  | 1,2,3,4,5,6,7,8 |
|  | shows commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | manages multiple assignments and tracks progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | uses diplomacy and tact when dealing with colleagues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | uses simple/clear words to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |